Troubleshooting the Opus 2

What do you need to troubleshoot the Opus 2?

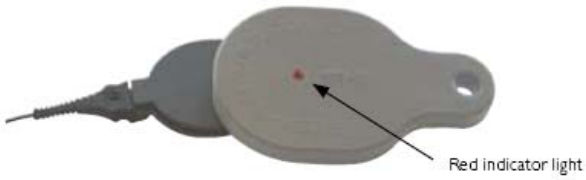
- Speech processor test device
- Spare batteries (3x 675 zinc air batteries)
- Substitute cable
- Contact numbers
- Key to meaning of red blinking lights (see next page)

First things first

If you suspect that the speech processor is not working, try the following: Switch the processor off. Change the batteries. Switch it back on again.

Speech processor test device

Turn on the processor and place the coil under the speech processor test device like this:



Magnetic attraction will make sure that the coil is in the right place. The red light should flash in the rhythm of your voice.

If the light does not come on or is on constantly try the following:

- Adjust the volume setting.
- Change all the batteries.
- Replace the existing cable with a substitute cable.

You could try all of these anyhow, regardless of whether the device indicates a problem.
If there is still no luck, contact your CI centre.

If you think that the Fine Tuner is not working, remove the battery for a few minutes and then put it back. There is no need to re-synchronize the tuner at this point.

If there is still no luck, contact your CI centre.

Red indicator light on Opus 2

This can be deactivated. However if it starts to flash refer to the table below:

Error patterns

Blinking pattern	Action
Blinks once every 2 seconds I.....I.....I.....	Turn processor off and switch back on again. If blinking persists, processor must be replaced.
Blinks twice every 2 seconds. II.....II.....II....	Switch to a different program. If blinking persists, processor needs to be reprogrammed.
Rapid double blinks. II...II...II...II...II...II	Turn processor off and switch back on again. If blinking persists, processor must be replaced.
Blinks three times every 2 seconds. III.....III.....III.....	Switch off and switch back on again. If still a problem, refer to CI clinic.

Warning patterns

Blinking pattern	Action
Blinks once every second. I...I...I...I...I...I...I..	Batteries are empty. Switch off the processor, change the batteries, switch it back on again.
Constantly lit up IIIIIIIIIIIIIIIIIIIII	You have reached the top or bottom of the volume or sensitivity range. Stop pressing the buttons on the fine tuner.

Patterns not to worry about. No action required. ☺☺

Blinking pattern	*What it means*
Brief flash of red light. I	Processor has received the instruction from the Fine tuner and done what it's told.
Between one and four flashes and intervals of one second: I I…I I…I…I I…I…I…I	Confirms that a program has been accepted. One flash for program 1, two for program 2 etc. Beware because this starts like the flash for when the battery is empty. If the battery is empty, it will continue to flash
Blinking very 3-4 seconds. I……I……	The processor has initialized and is working. If the telecoil is activated there may be a clicking sound when the light blinks.

Lights on Fine Tuner

There are three lights at the top. The middle one is red (warning) and the other two are amber.
Here are the circumstances in which they might flash:

Circumstances in which it might flash	*What happens*
Keyboard locked	If you press a key while the keyboard is locked, the red light comes on for 5 seconds.
Transmitting to the processor	When you press a key and command is transmitted to the processor, either the right or left light or both will blink for 3 seconds.
Selecting which implant in case of binaural implantation	If you select the left processor, left light will illuminate for 5 seconds, right processor = right light, both processors = both lights.
Low battery	The red indicator light blinks in a regular pattern three times. I…I…I
Successful transmission	Both amber lights come on together for about 1 second after successful configuration or when the keyboard has been successfully locked or unlocked.

Problems with the Fine Tuner

The Opus 2 processor does not respond to commands:

Possible cause	*Action*
Processor is out of transmission range	Move processor to within 80cm of fine tuner
Automatic keyboard lock active	To unlock the keyboard press the double arrow key for five seconds until the lights start to blink and then press the left arrow key. The amber light will blink to show that the lock is now off.
There is interference present which is blocking transmission.	Go to a different location.
Opus and Fine Tuner are not synchronized	Get them synchronized.
Fine tuner battery low (3 blinks of red light)	Replace battery
Commands in Opus 2 are disabled.	Contact your audiologist.
LED in Opus 2 is disabled.	Contact your audiologist or Med-el service.